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WESTFIELD CONNECT LAUNCHES AS NEW SERVICE REQUEST TOOL

FREE MOBILE APP ALLOWS RESIDENTS TO REPORT PUBLIC WORKS ISSUES

WESTFIELD, NJ – May 7, 2019 – Pothole? Broken street sign? Tree issue? Field maintenance required? Westfield residents no longer need to call or email the Town to report these issues, but can instead use the newly-launched Westfield Connect app – enabling an easier way to connect with local government.

Powered by SeeClickFix, Westfield Connect allows its users to report a variety of non-emergency Public Works issues and have them routed directly to the appropriate municipal employees. Residents can easily upload or take a photo of the issue, select what category it falls under, provide a location and description, and then submit it directly to the Town. Employees then track the progress of each issue on the app, creating updates and work flow transparency.

"This is a great example of how we're implementing our goals of improving communication, engagement, and transparency, while also enhancing services in Westfield," said Mayor Shelley Brindle. "It's not only a great addition for residents, but also for our Town employees. I'm excited about the potential to increase our operating efficiencies with the use of this technology, and to leverage the data to better allocate our internal resources."

Categories currently available in the app are Athletic Fields, Downtown, Monuments, Parks, Recycling, Roads, Traffic Signals and Trees, each of which has several sub-categories from which a user can select and further describe their issue.

More categories are likely to be added in the future as both residents and Town employees increase usage of the app. Longer term, the Town aims for Westfield Connect to include a range of other helpful functions for residents, including parking, municipal bill payment and more.

"The goal is one-stop service and accessibility," added Brindle. "Where we can make life easier for folks, we should."

The free app is available on both Android and iOS. For more information, including FAQs and tutorials, visit www.westfieldnj.gov/westfieldconnect.

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